

## A Study of the Factors that Affect the Quality of Services Provided by Social Welfare Facilities

—A Case of a Welfare Facility for the Aged—

### ABSTRACT

I examined the factors that affect the quality of services provided by a welfare facility for the aged.

The three following factors are thought to exist; (1) establishment of care plans, (2) the leadership of the facility manager, (3) the quality of the staff.

Establishment of care plans makes the services continuous and universal.

The leadership of the home manager makes the services comprehensively balanced.

Improvement of the staffs quality makes the services technical.

It seems that these three factors affect the quality of services, influencing each other. It is important to keep the balance of these three factors for the purpose of providing high quality services.

**Key words:** quality of services provided by a welfare facility, care quality factor, welfare facility for the aged